



# General Assembly

Twentieth session

Victoria Falls, Zambia/Zimbabwe, 24-29 August 2013

A/20/Note Inf.1  
Madrid, 25 February 2013  
Original: English

## Information Note No. 1

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## 1. Place and dates of the meetings

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In accordance with resolution A/RES/607(XIX), the General Assembly will hold its twentieth session in Livingstone and Victoria Falls in the Republics of Zambia and Zimbabwe, from 24 to 29 August 2013 at the Elephant Hills Resort Hotel ([www.africansunhotels.com](http://www.africansunhotels.com)) in Victoria Falls, and at the Sun International Resort Hotel ([www.suninternational.com](http://www.suninternational.com)) in Livingstone.

The opening ceremony and welcome reception will be held in Victoria Falls, Zimbabwe, and has been scheduled for **Sunday, 25 August, at 6:00 p.m.** It will be followed by a welcome dinner at the Victoria Falls Hotel.

The closing ceremony will be held at the Sun International Resort Hotel, in Livingstone, Zambia. It has been tentatively scheduled for **Wednesday, 28 August, at 7:00 p.m.**

It is compulsory for participants to wear their identification badges for admission at the opening ceremony, as well as at all other activities during the General Assembly.

## 2. Contact details of the Organizing Committee

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UNWTO coordinators	Host-country coordinators
<p>Mr. Munir RAYES Chief of Conferences Tel.: +34 915 678 189 E-mail: <a href="mailto:assembly@unwto.org">assembly@unwto.org</a></p> <p>Ms. Azucena PERNIA Senior Assistant – Conferences Tel.: +34 915 678 188 E-mail: <a href="mailto:assembly@unwto.org">assembly@unwto.org</a></p> <p>Ms. Zhanna YAKOVLEVA Senior Assistant to the Executive Director for Member Relations and Services Tel.: +34 915 678 185 E-mail: <a href="mailto:assembly@unwto.org">assembly@unwto.org</a></p>	<p>Ms. Sherry SIBANDA GA Liaison Officer – Zimbabwe E-mail: <a href="mailto:gazimbabwe@unwto.org">gazimbabwe@unwto.org</a></p> <p>Mr. Percy Mabvuto NGWIRA GA Liaison Officer – Zambia E-mail: <a href="mailto:gazambia@unwto.org">gazambia@unwto.org</a></p> <p>Ms. Audry B. CHIGOGO Assistant Deputy Director Ministry of Tourism and Hospitality Industry Tel: +2634764414/ 764415/ 263772687860 E-mail: <a href="mailto:info@unwtoga2013.org">info@unwtoga2013.org</a> ZIMBABWE</p> <p>Ms. Mwinga C. CHILUWE Principal Standards Inspector Ministry of Tourism and Arts Tel: +260 211 229420 E-mail: <a href="mailto:info@unwtoga2013.org">info@unwtoga2013.org</a> ZAMBIA</p>

## 3. Official websites

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The UNWTO website <http://imd.unwto.org/en/event/general-assembly-twentieth-session> will make available all official documents.

The joint Zambia/Zimbabwe Secretariat website [www.unwtoga2013.org](http://www.unwtoga2013.org) will provide details of the host countries, venues, social programmes, accommodation and tours.

#### 4. Online registration

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Registration for the Assembly session will be carried out **online**. The participation form is available on the UNWTO website at: <http://lmd.unwto.org/en/webform/A20>. Participants are requested to kindly complete the online participation form **before Wednesday, 24 July 2013**, on which date online registration will be closed.

For further information regarding online registration, please contact UNWTO at: [assembly@unwto.org](mailto:assembly@unwto.org).

#### 5. Access to the meetings

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Delegations of Full Members consisting of five delegates at most, one of whom shall be designated head of delegation, shall be entitled to attend the plenary meetings of the Assembly. Each delegation may also include alternate delegates and as many advisers, technical advisers, experts and persons of similar status as may be required by it [rule 9(1) of the Rules of Procedure of the General Assembly].

Delegations of Associate Members consisting of five delegates at most, one of whom shall be designated head of delegation, and not more than three observers designated by the Committee of Affiliate Members as well as one observer designated by each Affiliate Member shall be entitled to attend the plenary meetings of the Assembly [rule 9(3) of the Rules of Procedure of the General Assembly].

Invited representatives of States that are not members of the Organization but that are Members of the United Nations or of a specialized agency of the United Nations or Parties to the Statute of the International Court of Justice, as well as invited representatives of international organizations, both intergovernmental and non-governmental, shall be entitled to attend the public plenary meetings of the Assembly as observers [rule 9(2) of the Rules of Procedure of the General Assembly].

#### 6. Submission of credentials and identification papers

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The names of the delegates of Full Members and Associate Members, of the observers of Affiliate Members and of the invited representatives of the United Nations and other international organizations, both intergovernmental and non-governmental, shall be communicated to the Secretary-General, if possible, at least fifteen days before the session of the Assembly opens [rule 12(1) of the Rules of Procedure of the General Assembly].

The credentials of the delegates of Full Members and Associate Members, issued by the competent authority of the State, shall be handed to the Secretary-General, if possible, at least one day before the session of the Assembly opens [rule 12(2) of the Rules of Procedure of the General Assembly].

It should be pointed out that, ever since the tenth session of the Assembly, only formal letters or faxes bearing the signature of the competent authority are considered valid credentials. Please note that since the twelfth session of the General Assembly, only credentials from Heads of State or Prime Ministers, Ministers of Foreign Affairs or Ministers responsible for tourism of the respective State or his/her equivalent and Ambassadors of States accredited to Spain are regarded as valid. Further, Credentials can be accepted only if written in any of the working languages of the General Assembly or if an appropriate translation is attached. Please refer to the model credential letter (Annex 1).

Identification papers of the observers of Affiliate Members and invited representatives of intergovernmental and non-governmental international organizations to attend as observers shall be handed to the Secretary-General, if possible, at least one day before the session of the Assembly opens [rule 12(3) of the Rules of Procedure of the General Assembly].

To facilitate the work of the Credentials Committee, delegations are kindly requested to submit a **scanned copy** of their credentials at least fifteen days in advance **by e-mail** to Ms. Johanne Thébaud (Principal Protocol Officer): [jthebaud@unwto.org](mailto:jthebaud@unwto.org).

## **7. Procedure for proxies**

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If a Full Member is unable to participate in the General Assembly, it can be represented by a member of another State's delegation, provided it submits a formal letter or fax signed by the competent authority designating the individual who will represent it and, if applicable, giving him/her the power to vote on its behalf. Please note that, unless the items for which the power to vote is given are clearly specified, it will be understood that the delegate has full powers to cast a vote on behalf of the Government he/she is representing by proxy on any agenda item. Please refer to the model of credentials for representation (proxy format) in Annex 1.

## **8. Registration and badges**

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Identification badges will be issued upon final registration in Livingstone and Victoria Falls towns. Participants are requested to wear their identification badges throughout the Assembly session in the area reserved for the meetings, as well as at all social events.

The registration desk will be open at the Sun International Resort Hotel and the Elephant Hills Resort Hotel on:

- Friday, 23 August: 14:00 to 17:00
- Saturday, 24 August: 09:30 to 12:30 and 13:30 to 17:30
- Sunday, 25 August: 08:30 to 12:30 and 14:00 to 18:00
- Monday, 26 August: 09:00 to 12:30 and 14:00 to 18:00
- Tuesday, 27 August: 08:30 to 12:30 and 13:30 to 17:30

## **9. General debate: speeches and registration of the speakers**

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As in previous sessions, a general debate will take place during the Assembly. The main theme of the general debate will be communicated to participants in due time, along with suggested guidelines for speakers and participants.

## **10. Seating arrangements**

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Delegations will be seated in the plenary meetings in English alphabetical order, beginning with the Members who are hosting the session of the General Assembly.

## 11. Admission of the public to the meetings

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The meetings of the General Assembly and of its organs will be public, unless otherwise decided. Admission passes for visitors and media may be obtained from the registration desk at the request of registered participants.

## 12. Entry formalities

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In order to make this event special and uniquely African, both countries Zambia and Zimbabwe, have agreed to offer **GRATIS VISAS** (free visas) to all delegates coming to attend the 20<sup>th</sup> Session of the UNWTO General Assembly. To obtain the gratis visas, participants must be able to provide proof of participation in the Assembly (copy of the convocation/invitation letter) and fill out a visa application form which can be obtained online from the joint Zambia/Zimbabwe website [www.unwtoga2013.org](http://www.unwtoga2013.org). Once the application forms are submitted, all visas will be issued in all Zambian and Zimbabwean Missions and Consulates abroad and at all points of entry in the two countries.

**NOTE:** The visas will be valid for **30 DAYS only** after which a normal procedure should be followed in accordance with the respective laws in the two countries.

For more information on visas, please visit the joint website of the host countries at [www.unwtoga2013.org](http://www.unwtoga2013.org)

For enquiries on visas, please contact:

ZAMBIA	ZIMBABWE
Mr. Denny Lungu E-mail: <a href="mailto:dennylungu@yahoo.com">dennylungu@yahoo.com</a> Telephone: +260 966 454 909 /+260 955 454 909)	Mrs. Patricia Mafodya Email: <a href="mailto:patricia.mafodya@yahoo.com">patricia.mafodya@yahoo.com</a> Telephone:+263712321215/+2637721211173)
UNWTO Secretariat	
Ms. Johanne Thébaud (Principal Protocol Officer): <a href="mailto:jthebaud@unwto.org">jthebaud@unwto.org</a>	

## 13. Status of participants

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The Governments of the Republic of Zambia and the Republic of Zimbabwe will take the necessary steps to facilitate the arrival and departure of participants invited by the Organization, as well as their stay. Throughout their stay, participants will enjoy the privileges and immunities granted to delegates at the conferences of specialized agencies of the United Nations as provided by the Convention on the Privileges and Immunities of the Specialized Agencies of the United Nations, except the representatives of Affiliate Members of the Organization who will enjoy the privileges and immunities applicable to them by virtue of Resolution A/RES/136 (V).

## 14. Transport information

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### Zambia

Livingstone town is situated in the southern part of Zambia. The distance to Livingstone from Lusaka is about 475 km. The city of Livingstone can be reached by air, road and train.

For the purpose of the General Assembly, it is highly advised to use Harry Mwaanga Nkumbula International Airport (Livingstone), Kenneth Kaunda International Airport in Lusaka and Victoria Falls International Airport in Zimbabwe. Shuttle buses will be available at both Harry Mwaanga Nkumbula International Airport (Livingstone) and Victoria Falls International Airport (Victoria Falls) to ferry arriving delegates to the MAIN HOTELS on either side of the border.

### Connections from various destinations

Transport	Route	
Plane	City (Lusaka)	City (Livingstone)
	Kenneth Kaunda International Airport	Harry Mwaanga Nkumbula International Airport
	<i>Time: 70 minutes</i>	
Luxury Coach/Bus	Lusaka Inter-City Bus Terminus	Livingstone Bus Station
	<i>Time: 7 hours</i>	
Car /Taxi	Lusaka	Livingstone
	<i>Time: 6-8 hours</i>	
Car/Taxi/Bus shuttle	Victoria Falls International Airport (Zimbabwe)	Livingstone City (Zambia)
	<i>30 minutes</i> <b>(Only during the GA, as there will be no border clearance formalities for delegates)</b>	

### Daily flight

Lusaka International Airport to Livingstone International Airport

Airline: Proflight Zambia

Other airports to Livingstone International Airport

Airlines: South African Airways, British Airways (operated by Comair) and South African Airlink.

**Flights are available weekly from Lusaka International Airport and from other airports to Livingstone as follows:**

Airline Flight No.	Frequency	From	Departure	To	Arrival
PO 702	5 times a week (Sun, Tues, Wed, Fri and Sat)	Lusaka	08:00	Livingstone	09:10
PO 704	7 (daily flights)	Lusaka	12:00	Livingstone	13:10
PO 708	7 (daily flights)	Lusaka	16:10	Livingstone	17:20
BA 6291	7 (daily flights)	Johannesburg	11:15	Livingstone	12:45
SA 048	7 (daily flights)	Johannesburg	11:00	Livingstone	12:30
SA 8870	5 times a week (Mon, Tues, Wed, Fri and Sat)	Mpumalanga	12:10	Livingstone	13:50
<b>*Flight schedules may be changed without prior notice due to unavoidable reasons. Please recheck the above flight schedules when making your reservations.</b>					

### Zimbabwe

Victoria Falls Town is situated in the western part of Zimbabwe. The town can be accessed by air, road and rail. Victoria Falls Town is 876 km from Harare.

For the purpose of the General Assembly, delegates are highly advised to use Victoria Falls International Airport (Victoria Falls), Harare International Airport in Harare and Joshua M Nkomo International Airport (Bulawayo) in Zimbabwe. Shuttle buses will be available at both Victoria Falls International Airport (Victoria Falls) and Harry Mwaanga Nkumbula International Airport (Livingstone) to ferry arriving delegates to the MAIN HOTELS on either side of the border.

### Connections from various destinations

Transport	Route	
Plane	City (Harare)	Town (Victoria Falls)
	Harare International Airport	Victoria Falls International Airport
	<i>Time: 1 hour 15 minutes</i>	
Luxury Coach	Rainbow Towers Hotel Holiday Inn Hotel	Victoria Falls Hotel The Kingdom at Victoria Falls
	<i>Time: 9 hours</i>	
	Harare/Bulawayo	Victoria Falls
Car / Taxi	<i>Time: 9 to 10 hours (HRE) 5 hours (BYO)</i>	
	Victoria Falls International Airport (Zimbabwe)	Livingstone City (Zambia)
Car/Taxi/Bus shuttle	<i>30 minutes</i>	
	<b>(only during the GA, as there will be no border clearance formalities for delegates)</b>	

### Daily flights

Harare International Airport to Victoria Falls International Airport

Airline: Air Zimbabwe

Other airports to Victoria Falls International Airport

Airlines: Air Zimbabwe, South African Airways, British Airways, Air Namibia

### Flights are available weekly from Harare International Airport and other airports to Victoria Falls Town

Airline Flight No.	Frequency	From	Departure	To	Arrival
Air Zimbabwe	4 times a week (Sun, Mon, Wed, and Fri)	Harare	07:00	Victoria Falls	09:00
South African Airways (SA)	7 (daily flights)	JHB	10:50	Victoria Falls	12:30
British Airways (BA)	7 (daily flights)	JHB	11:25	Victoria Falls	13:05
Air Namibia (SW)	4 times a week (Sun, Mon, Wed and Fri)	Windhoek	09:15	Victoria Falls	11:50
<b>*Flight schedules may be changed without prior notice due to unavoidable reasons. Please recheck the above flight schedules when making your reservations.</b>					

### 15. Discounts on air fares and baggage tags

In support of the 20<sup>th</sup> session of the UNWTO General Assembly, the following airlines are providing special discounts for the participants. In order to avail of these discounts, delegates are requested to follow the guidelines for each airline.



**Air France** and **KLM** are offering a 10% rebate on published non-restrictive public fares in economy or business class and a 5% reduction on restrictive-discounted fares in both economy and business class. Tickets may be booked through the web page set up for this Assembly ([http://www.airfrance.fr/FR/fr/local/www\\_airfranceklm-globalmeetings\\_com.htm?eid=18661AF](http://www.airfrance.fr/FR/fr/local/www_airfranceklm-globalmeetings_com.htm?eid=18661AF)). They may also be issued by offices of Air France and KLM (**indicating event code 18661AF, and providing proof of participation in the Assembly**). This offer is valid from 19 August 2013 to 3 September 2013.



**Emirates** is offering a 10% discount on the prevailing lowest return fares on Business Class and on Economy Class. To benefit from the discount, participants must go to [www.emirates.com/meetings](http://www.emirates.com/meetings) and **enter the applicable promotion code EVE6UNW**.

The offer is valid from 19 August to 2 September 2013 **ONLY** for travel into Lusaka, Harare and Johannesburg, **NOT** from Lusaka, Harare and Johannesburg. It extends to companions travelling with attendees.



Depending on the countries of origin, **South African Airways** is offering discounts of up to 18% to participants in the Assembly. To make a reservation, please go to <http://www.flysaa.com>, **event code: micesa**

The following conditions will apply:

- Booking must be done 45 days prior to the event and must be ticketed within 72 hours of bookings.
- Minimum stay should be 4 days and maximum 30 days

Printable **baggage tags** to be attached to the luggage will be sent with a later mailing.

## **16. Reception at the airports and transfers**

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The Governments of the Republic of Zambia and the Republic of Zimbabwe will set up separate reception desks for the participants at Kenneth Kaunda International Airport (Lusaka), Harry Mwaanga Nkumbula International Airport (Livingstone), Harare International Airport (Harare) and Victoria Falls International Airport (Victoria Falls Town). At least three of the UNWTO's official languages will be



available at all welcome desks. The staff at these desks will help participants complete entry formalities forms into the two countries.

Free transfers from Harry Mwaanga Nkumbula International Airport (Livingstone) and Victoria Falls International Airport (Victoria Falls Town) to the main hotels<sup>1</sup> will be ensured for the delegates upon arrival and departure.

The host authorities will also provide shuttle bus services from the selected hotels for the registration of participants, the opening ceremony and the closing ceremony, the working sessions and the social events and technical tours.

To enable the local authorities to organize this service, participants are requested to complete and submit, **by 24 July 2013**, the online participation form (<http://imd.unwto.org/en/event/general-assembly-twentieth-session>), indicating their arrival, departure and accommodation details.

## **17. Accommodation**

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The hotels in Livingstone and Victoria Falls Town listed below offer the participants' special discounted rates, in limited numbers and on a first-come, first-served basis.

To benefit from the limited offer of the discounted rates, participants are encouraged to make early bookings. They are kindly requested to make their own reservations.

In case of technical difficulties with the online hotel reservations, please send the completed accommodation form by e-mail to [info@unwtoga2013.org](mailto:info@unwtoga2013.org).

Rooms will be blocked for the participants at the main hotels until **31 July 2013**.

All room rates in Livingstone, Zambia, and in Victoria Falls, Zimbabwe, will be charged in United States dollars (US\$). Rates will include breakfast, tax and service charge. Payment by credit card and bank transfer is accepted, though credit card payment is highly recommended.

### **Cancellation and change of hotel reservation**

Any communication concerning a cancellation or change of accommodation must be sent to the Joint Secretariat in writing ([info@unwtoga2013.org](mailto:info@unwtoga2013.org)). Rooms will be blocked for the delegates until **31 July 2013**, after which date availability cannot be guaranteed. Cancellations received after **7 July 2013** shall carry a penalty fee of one night's rate.

**Below are the main designated hotels with shuttle service to and from the meetings venues and the airports.**

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<sup>1</sup> Transfer service will be available only to/from the hotels indicated in this Note.

## ZAMBIA

Hotel	Room type	UNWTO special rates		Distance to the venue by shuttle	
		Single occupancy	Double occupancy	Zambia	Zimbabwe
<b>Royal Livingstone**** (Sun International Resort Hotels)</b> Tel.: +260 213 321122 E-mail: <a href="mailto:Zambia.reservations@zm.suninternational.com">Zambia.reservations@zm.suninternational.com</a> Web: <a href="http://www.suninternational.com">www.suninternational.com</a> Contact person: Guillaume Durand E-mail: <a href="mailto:guillaume.durand@zm.suninternational.com">guillaume.durand@zm.suninternational.com</a>	Standard	US\$300	US\$350	Venue hotel	20 min.
<b>David Livingstone Safari Lodge &amp; Spa ****</b> Tel.: +260 213 324601 / 12 E-mail: <a href="mailto:res3@dlslandspa.com">res3@dlslandspa.com</a> / <a href="mailto:lodge@dlslandspa.com">lodge@dlslandspa.com</a> Web: <a href="http://www.thedavidlivingstone.com">www.thedavidlivingstone.com</a> Contact person: Keith Rissik E-mail: <a href="mailto:gm@dlslandspa.com">gm@dlslandspa.com</a>	Standard	US\$185	US\$250	5 min.	20 min.
<b>Zambezi Sun*** (Sun International Resort Hotels)</b> Tel.: +260 213 321122 E-mail: <a href="mailto:Zambia.reservations@zm.suninternational.com">Zambia.reservations@zm.suninternational.com</a> Web: <a href="http://www.suninternational.com">www.suninternational.com</a> Contact person: Guillaume Durand E-mail: <a href="mailto:guillaume.durand@zm.suninternational.com">guillaume.durand@zm.suninternational.com</a>	Standard	US\$185	US\$250	5 min.	20 min.
<b>Protea Hotel Livingstone ***</b> Tel.: +260 213 324630 Cell:+260 97 9 492323 E-mail: <a href="mailto:reservations@phlivingstone.co.zm">reservations@phlivingstone.co.zm</a> Website: <a href="http://www.proteahotels.com/livingstone">www.proteahotels.com/livingstone</a> Contact person: Sitembile Kayumba E-mail: <a href="mailto:rdm@phlivingstone.co.zm">rdm@phlivingstone.co.zm</a>	Standard			5 min.	20 min.
	Special rates (20 rooms only)	\$95.00	\$150.00		
	Discounted rates	\$160.00	\$180.00		
<b>The Courtyard Hotel Victoria Falls ***</b> Tel.: +260 213 320884/ 213 320885 E-mail: <a href="mailto:resvictoriafalls@courtyardhotel.co.zm">resvictoriafalls@courtyardhotel.co.zm</a> Web: <a href="http://www.courtyardhotel.co.zm">www.courtyardhotel.co.zm</a> Contact person: Mabel Zulu E-mail: <a href="mailto:mabel.courtyardhotelvicfalls@gmail.com">mabel.courtyardhotelvicfalls@gmail.com</a>	Standard			5 min.	20 min.
	Special rates (20 rooms only)	\$95.00	\$150.00		
	Discounted rates	\$160.00	\$180.00		
<b>Chrismar Hotel ***</b> Tel.: +260 213 323141 E-mail: <a href="mailto:booklvn@chrismarhotels.com">booklvn@chrismarhotels.com</a> Web: <a href="http://www.chrismarhotels.com">www.chrismarhotels.com</a> Contact person: Robert Marcaron	Standard			5 min.	20 min.
	Special rates (33 rooms only)	\$95.00	\$150.00		
	Discounted rates	\$160.00	\$180.00		
<b>Fallsway Lodge ***</b> Tel.: +260 213 324545 E-mail: <a href="mailto:res@fallswaylodge.co.zm">res@fallswaylodge.co.zm</a> Web: <a href="http://www.fallswaylodge.co.zm">www.fallswaylodge.co.zm</a> Contact person: Ashraf Seid	Standard			5 min.	20 min.
	Special rates (11 rooms only)	\$95.00	\$150.00		
	Discounted rates	\$160.00	\$180.00		

## ZIMBABWE

Hotel	Room type	UNWTO special rates		Distance from the venue by shuttle	
		Single occupancy	Double occupancy	Zimbabwe	Zambia
<b>Victoria Falls Hotel****</b> Tel.: +263-13-44751-9 +263-13-44203 / 5 E-mail: <a href="mailto:reservations2@tvfh.africansun.co.zw">reservations2@tvfh.africansun.co.zw</a> Web: <a href="http://www.victoria-falls-hotels.net">www.victoria-falls-hotels.net</a> Contact person: Richard Mapedzauswa E-mail: <a href="mailto:mgr@tvfh.africansun.co.zw">mgr@tvfh.africansun.co.zw</a>	Standard	US\$335	US\$ 370	5 min.	20 min.
	Executive Suite		US\$793		
	Presidential Suite		US\$1,368		
<b>Elephant Hills Resort Hotel ****</b> Tel.: +263-13-44793-9 E-mail: <a href="mailto:reservationsmgr@ehr.africansun.co.zw">reservationsmgr@ehr.africansun.co.zw</a> Web: <a href="http://www.africansunhotels.com">www.africansunhotels.com</a> Contact person: Trinity Muzhunduqi	Standard	US\$195	US\$250	Venue hotel	20 min.
	Executive Suites		US\$438		
	Deluxe Suite		US\$526		
	Presidential suite		US\$750		
<b>Vic Falls Safari Lodge****</b> Tel.: +263-13-43201-11 /+263-13-43211-20 +263-772 126 798 E-mail: <a href="mailto:resman@saf lodge.co.zw">resman@saf lodge.co.zw</a> Web: <a href="http://www.victoria-falls-hotels.net">www.victoria-falls-hotels.net</a> Contact person: Herbert Mazure E-mail: <a href="mailto:jonathan@saf lodge.co.zw">jonathan@saf lodge.co.zw</a>	Standard	US\$185	US\$296	5 min.	20 min.
	Standard Suite	US\$250	US\$380		20 min.
	Club wing	US\$270	US\$440		
<b>A Zambezi River Lodge****</b> Tel.: +263-13-43538 +263-13-44561 – 4 E-mail: <a href="mailto:reservations@azambezi.co.zw">reservations@azambezi.co.zw</a> Web: <a href="http://www.azambeziriverlodge.com">www.azambeziriverlodge.com</a> Contact person: Sibongile Nyambuvi	Standard	US\$175	US\$240	5 min.	20 min.
<b>Kingdom Hotel****</b> Tel.: +263-13-44275-9 +263-13-42385 E-mail: <a href="mailto:reservations@kingdom.africansun.co.zw">reservations@kingdom.africansun.co.zw</a> Web: <a href="http://www.kingdom-hotel.net">www.kingdom-hotel.net</a> Contact person: Daisy Muleya / Evelin Dube E-mail: <a href="mailto:reservations@kingdom.africansun.co.zw">reservations@kingdom.africansun.co.zw</a>	Standard			5 min.	20 min.
	Special rates (30 rooms only)	US\$95	US\$155		
	Discounted rates	US\$190	US\$250		
	Standard Suite		US\$375		
<b>Ilala Lodge****</b> Tel.: +263-13-44737–9 +263-13-42651-2 E-mail: <a href="mailto:reservations@ilalalodge.co.zw">reservations@ilalalodge.co.zw</a> Web: <a href="http://www.ilalalodge.com">www.ilalalodge.com</a> Contact person: Nomsa Ndlovu	Standard			5 min.	20 min.
	Special rates (10 rooms only)	US\$180	US\$256		
	Discounted rates	US\$229	US\$320		
<b>Victoria Falls Rainbow Hotel***</b> Tel.: +263-13-45871– 4 E-mail: <a href="mailto:reservations@rainbowvfa.co.zw">reservations@rainbowvfa.co.zw</a> Contact person: Richman Fusire Web: <a href="http://www.victoria-falls-rainbow-hotel.com">www.victoria-falls-rainbow-hotel.com</a>	Standard			5 min.	20 min.
	Special rates (42 rooms only)	US\$90	US\$150		
	Discounted rates	US\$160	US\$200		

## 18. Working languages

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The documents for the Assembly session will be available in Arabic, English, French, Russian and Spanish. Simultaneous interpretation will be provided in these five languages.

## 19. Working documents

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Delegates are kindly requested to take note that, in compliance with the United Nations system's environmental protection policy, the working documents sent in advance **will not be distributed on paper**.

Therefore, **delegates are kindly requested to bring with them copies of the documents they need**. The documents will be posted at the following link: <http://lmd.unwto.org/en/event/general-assembly-twentieth-session> and will be also sent to the delegates by e-mail within the statutory deadlines:

- 1<sup>st</sup> mailing: 24 May (90 days before the session of the Assembly opens);
- 2<sup>nd</sup> mailing: 24 June (60 days before the session of the Assembly opens);
- 3<sup>rd</sup> mailing: 24 July (30 days before the session of the Assembly opens).

## 20. List of participants

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A provisional list of participants will be sent in advance to all registered participants and will be available for consultation at the information desk at Sun International Resort Hotel and Elephant Hills Resort Hotel.

The final list of participants will be sent to the participants shortly after the closure of the Assembly session. It will also be posted on the UNWTO website.

## 21. Media

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The Assembly is open to the media. A press centre will be set up at Sun International Resort Hotel and Elephant Hills Resort Hotel. Representatives of the media interested in attending the Assembly are invited to contact UNWTO Secretariat ([comm@unwto.org](mailto:comm@unwto.org)) for registration, clearly indicating "General Assembly" in the subject.

## 22. Assembly Daily

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The Assembly Daily will be available in electronic format at [www.unwto.org](http://www.unwto.org). Each issue of the Daily will summarize the previous day's meetings and corresponding decisions as well as the list of meetings and events to be held during the day and the main items to be dealt with.

### 23. Business centre and Internet lounge

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Participants in the General Assembly session are requested to make their own arrangements for secretarial assistance. A business centre will be available at Sun International Resort Hotel and Elephant Hills Resort Hotel on a commercial basis.

A room for delegates (including an Internet lounge) will be available at Sun International Resort Hotel and Elephant Hills Resort Hotel. The computers will be available on a first-come, first-served basis.

### 24. Poster competition

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As is tradition, an international tourism poster exhibition will be held throughout the Assembly. The seven posters most voted will be awarded the Vettor Giusti prizes during the General Assembly (see Annex 2).

### 25. Practical information

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- **Local currencies and exchange rate:** The unit of the Zambian currency is the Zambian kwacha. Foreign bank notes and travellers cheques can be converted into Zambian kwacha at all banks and other authorized money exchange outlets. The Zambia exchange rate is subject to market fluctuations. As of February 2013, 1 USD is approximately ZK 5.3.

Zimbabwe currently uses multicurrency but mainly the United States dollar, British pound, South African rand and Botswana pula. Change is mainly given in United State dollars. Foreign bank notes and travellers cheques can be changed at all banks and other authorized money exchange outlets.

Most credit cards, debit cards, etc., can be used in both countries.

- **Climate:** The average temperature in Livingstone and Victoria Falls towns in the month of August is about 11°C minimum and 28°C maximum.
- **Dress code for meetings:** For meetings, women generally wear normal business attire and men jacket and tie, or their national dress.
- **Official language:** The official language for both Zambia and Zimbabwe is English, although there are numerous local languages and dialects spoken in both countries.
- **Local time in Livingstone and Victoria Falls towns:** The time in both Zambia and Zimbabwe is 2 hours ahead of Greenwich Mean Time (GMT+2).
- **Electricity:** The standard electricity supply in both countries is 220 – 240 volts. Most places in both countries have 3 square pin UK type outlets. Some hotels may have different types of outlets and converters. Participants are advised to bring their own adapters and converters.

- **Health requirements and precautions:** No vaccinations are required to enter both countries. **However, please note that travellers to and from Zambia via South Africa are required to have a certificate of yellow fever vaccination.**
- **Insurance:** Participants may wish to take out adequate travel insurance and health insurance before leaving their respective countries. The hosts have no insurance coverage for the participants and will not be held responsible for any accident that may occur during the conference.
- **Mobile phones:** Participants are free to bring their mobile handsets in both countries and can buy a local SIM card in either country. Participants will be required to register when buying the local SIM cards. Roaming and rental services are also available in both countries.
- **Tips and tax:** Service charges are included in room rates for accommodation providers in both countries, though clients are free to tip the service provider if they are happy with the service.
- **Automated Teller Machines (ATM):** Travellers who carry internationally recognized credit cards can get cash in the local currency at ATMs.
- **Business hours:** Government offices are usually open for business during weekdays from 8 a.m. to 5 p.m. in Zambia, and closed on weekends and public holidays. In Zimbabwe, government offices are usually open for business during weekdays from 7:45 a.m. to 4:45 p.m. and closed on weekends and public holidays. Banks are open 8:30 a.m. to 4:30 p.m. in Zambia and from 8 a.m. to 5 p.m. in Zimbabwe. Most shops and shopping malls are usually open from 8 a.m. to 6 p.m. in both countries.
- **Emergency phone numbers:**

Zambia		Zimbabwe	
No.	Contact	No.	Contact
990	Medical	+263 13 44646	Medical
999	Police	+263 13 44206	Police
993	Fire	+263 13 44311	Fire
+260 213 321632	Zambian Secretariat	+263 4 749421	Zimbabwean Secretariat

## 26. Timetable of meetings and activities

<u>Date</u>	<u>Time</u>	<u>General Assembly</u>	<u>Other meetings and social programme</u>
<b>Saturday 24 August</b>	10:00 – 12:00		<i>Programme &amp; Budget Committee (PBC)</i>
	14:30 – 16:00		<i>Commission for Africa (CAF)</i>
	16:30 – 18:00		<i>Commission for the Americas (CAM)</i>
<b>Sunday 25 August</b>	09:00 – 12:30		<i>Technical tour</i>
	09:00 – 10:30		<i>Commission for East Asia and the Pacific (CAP)</i>
	09:30 – 11:30		<i>Commission for Europe (CEU)</i>
	10:30 – 12:00		<i>Commission for the Middle East (CME )</i>
	11:00 – 12:30		<i>Commission for South Asia (CSA)</i>
	13:30 – 17:00		<i>Technical tour</i>
	(working lunch)		<b>Committee Review Aff. Members</b>
	14:30 – 17:30		<i>Executive Council (96<sup>th</sup> session)</i>
19:00 – 22:00		<b>Opening ceremony &amp; welcome dinner</b>	
<b>Monday 26 August</b>	09:30 – 12:00		<i>Ministerial roundtable</i>
	12:00-12:30		<b>Media conference</b>
	13:00-14:30		<b>Luncheon for ministers</b>
	15:30 – 18:30	<b>1<sup>st</sup> Plenary Session</b>	
	17:00 – 18:30		<i>Credentials Committee</i>
<b>Tuesday 27 August</b>	09:00 – 12:00	<b>2<sup>nd</sup> Plenary Session</b>	
			<i>(ST-EP technical visit)</i>
	11:00 – 12:00		<i>Associate Members meeting</i>
	12:15-14:15		<b>Luncheon for heads of delegation</b> <i>(hosted by the Secretary-General)</i>
	15:00 – 17:00		<i>General Meeting of the Affiliate Members</i>
	15:00 -18:00		<i>Technical tour</i>
	17:00 – 18:30		<i>ST-EP Board meeting</i>
	19:00 – 21:00		<b>Dinner for heads of delegation</b>
<b>Wednesday 28 August</b>	09:00 – 12:00	<b>3<sup>rd</sup> Plenary Session</b>	
	12:00-12:30		<i>Media briefing</i>

	14:30 – 17:30	<b>4<sup>th</sup> Plenary Session</b>	
	19:00 – 22:00		<b>Closing dinner</b>
<b>Thursday 29 August</b>	09:00 – 12:00	<b>5<sup>th</sup> Plenary Session</b>	
	14:30 – 16:00	<b>6<sup>th</sup> Plenary Session</b>	
	16:30 – 17:30		<i>Executive Council (97<sup>th</sup> session)</i>
<b>Friday 30 August</b>	9:00 – 12:30		<i>Technical tour</i>
	13:30 – 17:00		<i>Technical tour</i>

Detailed information on a very attractive social programme and other activities will provided in due time.

The joint Zambia/Zimbabwe website [www.unwtoga2013.org](http://www.unwtoga2013.org) offers also all kinds of useful and interesting information.



## **Annex 1. Model Credentials letter and Model Credentials for representation (proxy format)**

### **1. Model Credentials letter<sup>2</sup>**

#### **Standard format letter**

*Official letter-headed paper<sup>3</sup>*

#### **Credentials**

I, the undersigned, (name and full title of the competent authority<sup>4</sup>), hereby attest that the Government of (name of country) has authorized the following delegation to represent it at the twentieth session of the General Assembly of the World Tourism Organization, to be held from 24 to 29 August 2013 in the Victoria Falls area, in Zambia and Zimbabwe:

Head of Delegation:                    *(name and full title)*

Alternate Head of Delegation:    *(name and full title)*

Members of Delegation:            *(names and full titles)*

Done at *(name of city)*, on *(date)*

Name, full title and signature

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<sup>2</sup> It should be pointed out that, ever since the tenth session of the Assembly, only formal letters or faxes bearing the signature of the competent authority are considered valid credentials. Further, Credentials can be accepted only if written in any of the working languages of the General Assembly or if an appropriate translation is attached.

<sup>3</sup> Including official logo of the Ministry

<sup>4</sup> Please note that since the twelfth session of the General Assembly, only credentials from Heads of State or Prime Ministers, Ministers of Foreign Affairs or Ministers responsible for tourism of the respective State or his/her equivalent and Ambassadors of States accredited to Spain are regarded as valid.

## **2. Model Credentials letter for representation<sup>5</sup> (proxy format)**

### **Standard format letter<sup>6</sup>**

*Official letter-headed paper<sup>7</sup>*

### **Credentials (for representation-proxy format)**

I, the undersigned, (name and full title of the competent authority<sup>8</sup>), hereby authorize (name and full title of delegate) of the delegation of (name of Full Member), to represent and cast a vote<sup>9</sup> on behalf of the Government of (name of Full Member) at twentieth session of the General Assembly of the World Tourism Organization, to be held from 24 to 29 August 2013 in the Victoria Falls area, in Zambia and Zimbabwe

Done at (*name of city*), on (*date*)

Name, full title and signature

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<sup>5</sup> If a Full Member is unable to participate to the General Assembly, it can be represented by a member of another State's delegation, provided it submits a formal letter or fax signed by the competent authority designating the individual that will represent it and, if applicable, giving him/her the power to vote on its behalf.

<sup>6</sup> It should be pointed out that, ever since the tenth session of the Assembly, only formal letters or faxes bearing the signature of the competent authority are considered valid credentials. Further, Credentials can be accepted only if written in any of the working languages of the General Assembly or if an appropriate translation is attached.

<sup>7</sup> Including official logo of the Ministry

<sup>8</sup> Please note that since the twelfth session of the General Assembly, only credentials from Heads of State or Prime Ministers, Ministers of Foreign Affairs or Ministers responsible for tourism of the respective State or his/her equivalent and Ambassadors of States accredited to Spain are regarded as valid.

<sup>9</sup> Please note that, unless the items for which the power to vote is given are clearly specified, it will be understood that the delegate has full powers to cast a vote on behalf of the Government he/she is representing by proxy on any agenda item.

## **Annex 2. Tourism posters competition**

### **2013 Vettor Giusti Prizes**

1. The Vettor Giusti tourism posters competition held every two years provides an opportunity to showcase the creativity and beauty found in the posters used to promote tourism in each country.
2. For this 2013 edition, each Member State will be invited to submit **one sole poster** in electronic format, which shall be posted directly on the UNWTO website: <http://lmd.unwto.org/en/2013vettorgiusticompetition> (starting 23 April 2013).
3. The People's Choice Award will be based on an online poll open to the general public on the UNWTO website.
4. The web page will be open for the submission of posters to the competition **until 23 June 2013**.
5. The poster selected by each Member State must:
  - be representative of the country's tourism,
  - have been published after the nineteenth session of the Assembly (that is, after September 2011),
  - have a high level of graphic design and communication,
  - be submitted in a file no larger than 5 MB, and
  - contain in its design the name of the country it represents.
6. All posters validly submitted will be displayed on the UNWTO website until the announcement of the winners during the Assembly.
7. In order to select the winners of the 6 regional prizes, a jury will be established composed of the Chairs of the 6 Regional Commissions of the UNWTO, one representative from each of the two host countries (Republic of Zambia and Republic of Zimbabwe), one representative of the UNWTO's Communications programme, and a communications professional designated by the Organization. Each member of the jury shall vote for 3 posters from each region, except his or her own region in the case of representatives of the member countries.
8. During the Assembly, the final decision of the jury and the results of the popular vote will be announced and the official ceremony will be held to award the 2013 Vettor Giusti Prizes to the winning countries.
9. The 7 winning posters will appear on the UNWTO website until the next edition of the Vettor Giusti posters competition at the 2015 General Assembly. After the prizes have been awarded, the printed versions of the winning posters are to be submitted by the corresponding countries for display in the entrance hall of the UNWTO building until the next edition of the competition at the 2015 General Assembly.